GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA

STARRED QUESTION NO:576
ANSWERED ON:30.04.2003
REVAMPING OF CGHS
KAMAL NATH;NARESH KUMAR PUGLIA

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether the problems faced by the CGHS beneficiaries have been assessed;

(b) if so, the details thereof;

(c) whether there is quite often shortage of medicines in CGHS dispensaries and the behaviour of the medical staff is also not very cordial; and

(d) if so, the steps taken/proposed to be taken to improve the CGHS system?

Answer

MINISTER OF HEALTH AND FAMILY WELFARE AND PARLIAMENTARY AFFAIRS (SMT. SUSHMA SWARAJ)

(a)to(d): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO LOK SABHA STARRED QUESTION NO. 576 FOR 30.4.2003

(a)&(b): Yes, Sir. The Government had got an evaluation study of the CGHS done through Indian Institute of Public Administration, New Delhi. The broad conclusions of the study are as under:-

(1) CGHS Coverage

(i) CGHS is a preferred scheme by the beneficiaries because of their faith in it and also because of the fact that alternative facilities are expensive.

(ii) CGHS facilities to Ex-Vice President, Ex-Governors, Members and Ex-Members of Parliament should not be part of CGHS budget. Serving/Retd. employees of autonomous bodies should be extended CGHS facilities.

(2) Introduction of Health Card with a photograph for every CGHS beneficiary.

(3) CGHS should make its own purchases without depending upon Medical Stores Organisation, Dte.GHS for procuring the right quality of the medicines at the right time by adopting the following measures:-

(i) Rational and comprehensive formulary

(ii) 100% procurement and supply by the CGHS Medical Store Depots.

(iii) Specialist prescriptions be restricted largely to formulary drugs.

(iv) Although the authorised local chemists appointed by the CGHS are giving discounts, it will be economical for the CGHS to purchase drugs at Government approved rates.

(4) Developing of computerized Integrated Information System for CGHS in order to simplify administrative procedures.

(5) Human Resource Development

(i) Development of an integrated Continued Medical Education (CME) andtraining programmes for Doctors and different categories

of Staff in the CGHS.

(c)&(d): There have been instances of shortage in supply of medicines due to strike of local chemists, opting out by some authorised local chemists from the dispensaries to which they are attached, etc. To overcome shortage of medicines, the CGHS has procured medicines in bulk from the manufacturers.

General instructions are in existence to ensure that the staff in the CGHS dispensaries is fully responsive and well behaved towards the CGHS beneficiaries.

Improvements of various services in CGHS provided in CGHS dispensaries is an ongoing processThere is an inbuilt mechanism in CGHS to improve the functioning of CGHS dispensaries by way of inspections, supervisions and guidance by the Senior Officers of the CGHS.Eight special inspection teams have also been constituted to monitor the functioning of CGHS dispensaries in Delhi.For monitoring the functioning of CGHS dispensaries in cities outside Delhi, surprise visits are made from time-to-time and remedial action taken accordingly by the respective Additional Directors/Joint Directors of the CGHS.